



CANADIAN HOME CARE ASSOCIATION
2018 Home Care Summits®

goBEYOND

Charlottetown, PEI Oct. 1-2

VIRTUAL DELEGATE PROGRAM

 **ATLANTIC TIME**

12:30 –12:45 Welcome and Opening Address

KATHLEEN CASEY, *Deputy Speaker MLA for District 14: Charlottetown - Lewis Point*
NADINE HENNINGSEN, *Chief Executive Officer, Canadian Home Care Association*

12:45 –13:45 Going Beyond Integration: Venue Agnostic Quality Care (KEYNOTE PRESENTATION)

JOANNE CÔTÉ, *Associate Director, Innovation, Integrated Health and Social Services University Network for West-Central Montréal (CIUSSS West-Central Montréal), Québec*
ANTHONY MILONAS, *Chief Operating Officer, CBI Health Group*

This plenary session will challenge the status quo and demonstrate two innovative models which have gone beyond integration concepts to access quality care without boundaries. The guest speakers will address key considerations for their unique models including: the importance of designing care around population needs, aligning wider health system functions and developing a change management strategy.

14:00 –15:00 Integrated Home Care & Primary Health Care: What Works?

SHEILA ANDERSON, *Executive Director, Primary Health Care, Integrated Urban Health, Regina Area, Saskatchewan Health Authority*
PATRICIA COMFORT, *Director, East Primary Health Care Network, Regina Area, Saskatchewan Health Authority*
ALISON KERNOGHAN, *Research / Knowledge Exchange Associate, Geriatric Health Systems Research Group, Faculty of Applied Health Sciences, University of Waterloo*

Integrated home care and primary health care support individuals with chronic conditions and older adults living with a frailty by preventing hospital admissions and premature admissions into long-term facility-based care. Learn about a model of integrated primary health care in Saskatchewan.

15:00 –16:00 Operational Excellence In Home-Based Palliative Care (INNOVATION PANEL)

Successful submissions to the Call for Innovation in home-based palliative care.

› Integrated Palliative Care Approach in Home Care

DIANE LIRETTE DOUCET, *Manager, Extra-Mural Program, NB*

A leading practice for assessment and care planning. The integrated clinical care delivery approach is a shared model integrating the Extra-Mural Program (EMP) and the Residential Hospice (RH) - privately owned and operated by the community hospice association, primary care and other community resources

› Whole Community Palliative Rounding: An Innovative, Collaborative Approach for Rural BC

ELISABETH ANTIFEAU, *Regional Clinical Nurse Specialist, Palliative Care, Interior Health, BC*

A leading practice in effective communication. Population-based “Whole-Community Palliative Rounds” is used in rural communities to facilitate a process for inter-professional sharing of collective clinical expertise and knowledge to address the immediate palliative care needs of persons and families.

› Reducing the Silo Mentality

CHRISTINE DEGAN, *Nurse Practitioner, Senior Persons Living Connected-GAIN Clinic, ON*

A leading practice for effective communication. This innovation builds collaboration between established health care programs who traditionally work in silos, to provide seamless palliative care to a population of frail seniors that have not previously been able to access palliative care services.

› Telepalliative Care

LISA SHISHIS, *Project Manager, Telepalliative Care, Champlain Palliative Care Program*

A leading practice for assessment and care planning. Co-designed with the Ontario Telemedicine Network this virtual approach to palliative care supports timely symptom assessment for adults across the region who prefer to receive care in their home.

16:00 –16:45 Innovation and Evidence – A Journey, not a Destination (KEYNOTE PRESENTATION)

ALICE KENNEDY, *Board Chair, Canadian Home Care Association, CEO and Registrar for the Newfoundland Council of Health Professionals*
CONNIE HARRIS, *Wound Healing and Tissue Repair Clinical, Education and Research Consultant, Perfuse Medtec Inc.*

Launched in 2017, the CHCA three-year strategic plan reflects the priorities of our members and sets out a roadmap to address the current and future challenges facing home care in Canada. This plenary will share the achievements in three strategic areas - people, programs and policy. In addition to the national directions and projects, the keynote speakers will explore the evolution of innovation in home care, how evidence is informing decisions and the positive impacts that new approaches to care in the home is making on individuals' quality of life. A case example of how innovation should be introduced and disseminated will be shared. The journey to introduce the geko™ device sets a new standard for evidence development.

08:30–09:30 **Work Inspired** (KEYNOTE ADDRESS)

BILL CARR, *Communication Expert | Award-Winning Humourist*

In this keynote presentation Bill explores research into how the brain works and how we can use this knowledge to create an environment that will nurture a creative response to change and keep a healthy perspective in unhealthy times.

09:30–10:30 **Operational Excellence In Home-Based Palliative Care** (INNOVATION PANEL)

Successful submissions to the Call for Innovation in home-based palliative care.

› **Integrated Palliative Care Approach in Home Care**

ANDREA DAVID, *Regional Manager, Client Services, VHA Home HealthCare*

A leading practice for effective communication. An interdisciplinary, interdepartmental team model comprised of the client and their family/caregiver(s), palliative trained nurses and personal support workers (PSWs) that is strategically designed to encourage and promote communication.

› **End-of-Life Symptom Management Kit for use at Home in Rural Northwestern Ontario**

LEAH HABINSKI, *Nurse Practitioner, North West Local Health Integration Network, ON*

A leading practice in supplies, equipment and medication management. Designed using best practice and evidence-based research, this is a standardized palliative symptom management kit which includes necessary medications and medical supplies required to treat the most common end-of-life symptoms.

› **Virtual Palliative Care: Right Patient, Right Time, Right Place, Right Care**

BONNIE KEATING, *Clinical Nurse Specialist, William Osler Health Centre, ON*

A leading practice for assessment and care planning. The RELIEF (Remote self-reporting of symptoms by patients) application allows for patients with palliative care needs to self-report their symptoms daily, in their homes, using electronic standardized assessment tools. Their status is monitored in real time and thus allows for more timely and appropriate responses by health care providers.

› **Spectrum Health Care's Operational Excellence in MAiD**

RUTH CARTWRIGHT, *Nursing Program Manager*

A leading practice for effective communication. Build on three core perspectives - patient/caregiver, provider and system; this MAiD (medical assistance in dying) program uses clear protocols, procures and rigorous training to support community nurses and team-based care.

11:00–12:00 **Enabling Evidence-Informed Decision-Making**

DANIELLE KINCH, *National Director of Standards and Business Systems, CBI Health Group*

MARJORIE INGJALDSON, *Director of Navigation and Flow, Regina Area, Saskatchewan Health Authority*

This session will feature the quality dashboard designed by CBI Health Group a national health service provider. The CBI dashboard is a custom data management system that supports straightforward decision making by clinical teams and operational users. The second presentation will showcase work currently underway in Regina to implement an accountability framework that includes health system inputs, activities, outputs, and outcomes/impacts.

13:00–14:00 **Operational Excellence In Home-Based Palliative Care** (INNOVATION PANEL)

Successful submissions to the Call for Innovation in home-based palliative care.

› **Access to Advice and Advance Care Planning – An Edmonton Perspective**

CAROL ANDERSON, *Executive Director, Continuing Care Edmonton Zone, Alberta Health Services*

A leading practice in including advance care plans into care delivery. Advance Care Planning/Goals of Care, the collaboration with Community Emergency Medical Services with an Assess Treat & Refer program, and new ways of accessing technology and caregiver feedback will be presented.

› **Cost Benefit of Elastomeric Infusors in a Residential Palliative Care Setting**

MICHELLE PARKER, *Nurse Coordinator, The Hospice of Windsor and Essex County, ON*

A leading practice in supplies, equipment and medication management. This initiative examined the cost associated with using elastomeric infusors (not CADD pumps) and compared it to the cost of regularly administered medications by conventional methods. Aspects considered include nursing time, supply usage, and medication wastages.

› **The Integration of Palliative Home Care Services and Acute Care Teams in the Provision of Medical Assistance in Dying in the Community**

GENEVIEVE LALUMIERE, *Manager, Palliative Care Programs, Champlain Local Health Integration Network, ON*

A leading practice for effective communication. In 2016, the Champlain LHIN Palliative Home Care Program joined forces with The Ottawa Hospital (TOH) in order to provide MAiD to palliative patients in the community. Palliative home care services now support acute care physicians in offering MAiD in the community, resulting in care that is more patient-centered and with improved communication.

› **The INSPIRED COPD Outreach Program™: Role of the Advance Care Planning Facilitator**

CATHY SIMPSON, *PhD, Dalhousie University, Advance Care Planning Facilitator*

A leading practice for effective communication. As part of the INSPIRED COPD Outreach Program a trained advance care planning facilitator provides in home psychosocial/spiritual support, assisting patients/families in completing personal directives if desired.

14:30 –15:30 Integrated Home Care and Primary Health Care in BC: From Policy to Practice

KATHY CHOUINOR, *Strategic Advisor, Seniors Services, BC Ministry of Health*

LISA ZETES-ZANATTA, *Executive Director, New Westminster and Tri-Cities Communities, Eagle Ridge Hospital, Centralized Home Health Services, Regional Home Health Network, Fraser Health Authority*

ALISON KERNOGHAN, *Research/Knowledge Exchange Associate, Geriatric Health Systems Research Group, Faculty of Applied Health Sciences, University of Waterloo*

This session will share the key policy planks that are setting the foundation for the provincial shift and highlight the operational and clinical strategies needed to make this vision a reality

15:30 –16:30 Pan-Canadian Catalysts: National Organizations are Helping to Make Home Care Better

WAYNE MILLER, *Senior Program Manager, Canadian Patient Safety Institute*

FRASER RATCHFORD, *Group Director, ACCESS e-Services, Canada Health Infoway*

ADRIAN DALLOO, *Manager, Home and Continuing Care Standards and Support, Canadian Institute for Health Information*

Pan-Canadian health organizations are self-governed, non-profit organizations who receive most of their funding through the federal government. Three of these organizations—Canada Health Infoway, Canadian Patient Safety Institute and Canadian Institute for Health Information—are invaluable resources to the home and community care sector. This plenary session will share the strategic directions of each of these organizations and highlight key initiatives they are undertaking to respond to the challenges impacting home care policy and programming across the country.

THANK YOU TO OUR SUMMIT PARTNERS



The Canadian Home Care Association (CHCA) is a national, not-for-profit membership association dedicated to ensuring the availability of accessible, responsive home care, and community supports to enable people to safely stay in their homes with dignity, independence, and quality of life. Members include governments, administration organizations, service providers, researchers, educators, and others with an interest in home care.

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